



***DLA Administrative Support
Center (DASC)***

***Products and Services Directory
FY00***

Helping Support the Warfighter

Visit our website at www.dasc.dla.mil

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HEADQUARTERS COMPLEX (HQC) SERVICE CHARGES

This section specifically applies to tenants of the Headquarters Complex at Fort Belvoir, VA and includes services provided to all tenants and priced based on direct square footage occupied. FY00 offers a low cost, tailored package to all of the tenants of the complex. Listed below are the specific services included in the square footage charge. Following the services listed below is a comprehensive description of each service, the associated quality standard and the applicable point of contact.

SERVICE FEE: \$22.40 PER DIRECT SQUARE FOOT OCCUPIED

- ◆ Facility Asset Management
- ◆ Facility Mail Services
- ◆ Facility Maintenance and Repair
- ◆ Transportation Services
- ◆ Health/Wellness Unit
- ◆ Physical Security – HQC
- ◆ Telephone/Voice/Communication Related Services
- ◆ Fitness Center
- ◆ Child Development Center

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SECTION I - HEADQUARTERS COMPLEX (HQC) SERVICES

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HQC Service Descriptions

Facility Asset Management (83851)

POC: Ted Kukoski, DASC-OF, 767-7423

Management of the facility assets located within the HQC common areas.

Quality Standards: Customer inquiries are responded to within three working days or on the date/time requested (three days advanced notice is requested). Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

Facility Mail Services (83820)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides pickup and delivery of regular U.S. postal and internal mail two times per day via mail mobiles from 0730 to 1600 daily. Applies postage to sender's outgoing mail based on weight in accordance with U.S. Postal Service (USPS) regulations. Provided mail locator service for inadequately addressed mail. Special mail including Federal Express, USPS Priority, classified and certified/registered mail is received at the Mail Center and recorded, delivered internally or processed for outgoing delivery. Upon request, two weeks in advance of deadline, bulk mailing service is provided including sorting, sealing, labeling and metering for outgoing mail delivery. Expenses for postage and express mail are separately billed to customers on an ongoing basis.

Quality Standards: Incoming and outgoing regular mail is received, sorted and delivered to customers within three hours of receipt. Outgoing mail requiring postage is metered and delivered to the USPS within one business day. Incoming special mail is processed and delivered within two hours of receipt. Outgoing special mail is processed and delivered prior to close of business the same day. Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

Facility Maintenance and Repair Services (83834)

POC: Sonny Leon, DASC-OF, 767-5558

Provides maintenance and repair services and Facility Support Desk for all tenants of the HQC. The HQC Operation, Maintenance and Repair include the following services: Recycling, Fire Prevention and Protection, Custodial, Elevator, Electrical, HVAC, Plumbing, Carpentry, Cafeteria Equipment, Dining Services, Architectural/Structural, Systems Furniture, Lock Repair, Complex Grounds, Interior Plants, Landscape Services, Trash Removal, Snow Removal, Utilities, Space and Movement Planning, Maintenance of the Computer Aided Facility Management (CAFM) system and Design and Space Management Consulting Services. Maintains a staffed help desk to field problem calls and initiate service orders for emergency and repair services. Provides liaison via the Building Manager for maintenance/repair arrangements with the Fort Belvoir Director of Public Works. The primary point of contact for maintenance matters within the tenant organizations is the unit Facility Coordinator (FACO).

Quality Standards: The Facility Maintenance and Repair Team will perform planned and recurring maintenance, operation and repair. The nature and priority of problems reported will control the response of the Facility and Maintenance Repair Team. For emergency requests, a team representative will respond to the site within 30 minutes or less. Urgent items are responded to within two hours. Routine matters are processed on first come first served basis within three working days. Maintenance and repairs are tracked using a maintenance management system called SPAN FM. The Maintenance and Repair Team will additionally use the SPAN FM system for facilities/assets management in support of projects, space management and contract administration. Updated space layouts are available for inspection. Facility Support Desk calls will be acknowledged within one business day. Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

Note: Additional costs are associated with special projects, overtime, equipment repair, and travel.

Transportation Services (83828)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides management services for all transportation and fleet services including GSA vehicles; commercial rental vehicles; taxi services and Metro fare cards. Acts as liaison between customers and GSA fleet management to provide vehicles, vehicle services and repairs, pick-up/turn-in, and record keeping for maintenance and invoicing. Maintains contract access to commercial rental vehicles for customer, official government use on an as needed basis. Manages a taxi service contract to provide for official government use for Headquarters Complex customers. Coordinates purchase and distribution of Metro fare cards for Headquarters Complex customers.

Quality Standards: Maintains current status report of GSA vehicles and provides response to questions or initiates changes within one working day of request. Maintains access for commercial rental vehicles upon request. Schedules and dispatches taxi service. Purchases and distributes bulk purchases of Metro fare cards per customer request within two weeks of the request

*Note - Related expenses such as contract costs will be billed separately.

Health/Wellness Unit (83508)

POC: Karen Jerome, DASC-F, 767-7746

The Health/Wellness Unit provides initial evaluation and referral of occupational injuries and illnesses; medical surveillance; initial work ups for overseas and retirement physicals; wellness education; immunizations to include TB skin test and flu; nursing mother's room; rest area for ill employees; and maintenance of medical records for the HQC workforce. The Health/Wellness Unit schedules health/wellness intervention/seminar programs such as smoking cessation classes, cholesterol screening, prostate screening, and health risk appraisals.

Quality Standards: Employees are triaged within 15 minutes and treated according to the severity of their illness or injury. Employees in need of emergency care are stabilized until transported to the hospital or to their personal physicians. The Fitness/Health/Wellness Team schedules regular health intervention programs and can offer specialized programs upon request. These are scheduled within two business days from receipt of customer requirements, depending upon staff availability.

Physical Security Services (83840)

POC: Ted Flanagan, DASC-OQ, 767-4007

Provides for the protection of personnel, physical security of property, material, equipment, supplies, and classified information in accordance with DLAR 5710.1, Security of DLA Activities and Resources and DLAI 5710.1, Physical Security Manual. Provides Command security for HQ Complex. Posts guards at designated security check points within the facility and controls access to restricted areas. Controls access to and monitors door alarms using closed-circuit television. Dispatches roving patrols to detain security violators. Patrols interiors of facility during each tour and documents these activities. Provides armed response to alarms in designated areas. Locks and unlocks interior doors. Provides external physical security through the use of motorized and foot patrols. Documents patrols. Locks and unlocks exterior building doors. Registers vehicles, provides parking decals, Identification cards, Badges, assigns and enforces parking in accordance with the Headquarters Complex Parking Instruction. Through the use of Fort Belvoir Military Police, provides external security and law enforcement services to include enforcement of traffic laws, accident investigation, and criminal investigation. Provides detector dog services.

Quality Standards: Internal and external security is provided 24 hours a day and patrols are scheduled for each shift. Emergency response is five minutes with backup provided from the Ft. Belvoir Military Police. Should the demand for services exceed current personnel levels, sufficient lead time will be necessary to recruit additional personnel. Customer complaints not resolved within three business days are forwarded to the Chief of Physical Security for action.

Telephone/Voice/Communication Related Services (83814)

POC: J. P. Schelke, DASC-O, 767-HELP

Coordinates telephone services to customers located at the Headquarters Complex. Acts as liaison between customer, DTS-W, and carrier. Maintains information concerning leasing and purchase requirements for pagers, facsimile machines, and cellular phones. Coordinates distribution of DTS-W billing statements by Billing Account Code (BAC). Provides acquisition services for pagers, facsimile machines and cellular phones. Provides rental service for pagers, facsimile machines and cellular phones.

Quality Standards: Customer inquiries are addressed within two business days of receipt of customer request.

Fitness Center

POC: Kay Askew, DASC-F, 767-2769

The Fitness/Wellness Program provides activities/programs for the entire Headquarters Complex workforce. The Fitness/Wellness program develops and structures fitness/wellness plans for individual employees to improve/maintain overall physical fitness and wellness. The programs are designed to enhance workforce productivity and morale.

Quality Standards: Trained Fitness/Wellness Specialists will integrate and coordinate programs and activities; supervise the use of exercise equipment; and consult with individuals to meet overall health/fitness/wellness customer needs. Customer inquiries are addressed within 5 business days/hours.

Funded by the Quality of Life Program - No charge to HQC tenants.

Child Development Center

POC: Deborah Henry, DASC-F, 767-7103

An on-site childcare center is available for the Headquarters Complex workforce and the center is open from 6:00 AM to 6:00 PM. The center provides developmentally appropriate learning experiences for children 6 weeks to 10 years old. Special features of the program include a full day Kindergarten program, Before/After School Program, music and art, automation program, and a wide variety of physical activities. The facility will accommodate 250 children.

Quality Standards: The Center is regularly inspected by Fire, Safety, Sanitation, Family Advocacy, and Early Childhood Education subject matter expertise to ensure compliance with DoD childcare regulations.

Funded by DoD Appropriations and parent fees.

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**ADMINISTRATIVE
SUPPORT
CENTER**

HELPING SUPPORT THE WARFIGHTER



SECTION II - DASC PRODUCTS & SERVICES

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DLA Administrative Support Center
CONTRACTING (DASC-C)
Director: Dick Frederick, (703) 767-1212

DASC-C

Contract Actions Awarded by DASC-C (83202, 83203, 83204)

POC: Judith Harrison, DASC-CA, 767-1196

Solicits, evaluates, selects, awards and administers contract actions for Federal Information Technology (IT) products and services and Base Contracting support.

Quality Standards: More than 90% of the Simplified Acquisition Procedure (SAP) actions and GSA Schedule Contract Delivery Orders are awarded in less than 7 days. Procurement Administrative Lead Time (PALT) for acquisitions in excess SAP threshold of \$100,000 which require a new contract award is comparable to other centralized IT contracting offices and depends on the complexity and type of products or services required. Review of requirements by the Consolidated Order Processing Office (COPO) is accomplished within 24 hours of receipt from the customer and award of the Delivery Order by the Contracting Division is accomplished within seven days of receipt of the procurement request from the COPO.

SERVICE FEE:

83202 – Contracts less than \$10M and Simplified Acquisition Procedure (SAP) Actions=3% of the **absolute value** of dollars awarded. **Minimum charge is \$50.00.**

83204 – Contracts Awarded between \$10M and \$25M and GSA/Government Wide Access Contract (GWAC) Technical Orders (TOs) for Technical Support Services=2% of the **absolute value** of dollars awarded. **Minimum charge is \$50.00.**

83203 – Contracts Awarded greater than \$25M and GSA/GWAC/Joint-Service Delivery Orders (Dos) for Hardware, Software, & Maintenance=1% of the **absolute value** of dollars awarded. **Minimum charge is \$50.00.**

**plus related expenses such as overtime, IMPAC charges, Federal Express*

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DLA Administrative Support Center
EQUAL OPPORTUNITY DIVISION
(DASC-DE)

Manager: Vacant, (703) 767-6777

DASC-DE

Equal Employment Opportunity Regulatory and Policy Services (83402)

Establishes overall operating policies, priorities, procedures, and plans for the EEO program in accordance with Federal policies, Executive Orders, and laws. Administers affirmative employment programs designed to provide EEO operational and policy guidance in a neutral capacity to all serviced personnel. Develops affirmative employment reports, as required by the Equal Employment Opportunity Commission (EEOC), for minorities and women and persons with disabilities. Where necessary, conducts workforce and work environment analysis for the purpose of developing targeted goals and corrective measures to systemic problems. Provides guidance for the development of nondiscriminatory programs that maximize career potential, such as mentoring, career development, and targeted recruitment. Conducts EEO training for managers and supervisors. Provides guidance and technical expertise for the purpose of developing Special Emphasis Programs (SEPs), developing EEO counseling programs, and training collateral duty EEO counselors for all serviced activities including all field locations. Establishes an EEO Committee for the purpose of providing for SEPs. Provides confidential meetings with all serviced personnel regarding any EEO related matter. Meets annually with management officials and Commanders.

Quality Standards: Customers are informed of special observances and themes within 14 calendar days of notification from DoD. Affirmative Employment Plan (AEP) for Minorities and Women, where required by EEOC, is completed by mid-February of calendar year and disseminated on an annual basis. AEP for Persons with Disabilities, where required by EEOC, is completed by mid-November of calendar year and disseminated on an annual basis. Operational policy statements, drafted for appropriate management officials and Commander's signatures, are completed within 14 calendar days of policy issuance from Headquarters or changes of command.

SERVICE FEE: \$54.30 annually per military/civilian (MILCIV) supported*

*plus related expenses such as overtime, travel, and training materials.

Complaints Processing and the RESOLVE Program Services (83403)

Develops and administers informal counseling, formal complaints processing, and the Reach Equitable Solutions Voluntarily and Easily (RESOLVE) Program which is a new initiative to try and resolve EEO complaints at the informal stage. Manages and monitors formal EEO complaints that generate Reports of Investigations (ROIs). Where possible, uses RESOLVE in attempts to settle complaints at the lowest possible level. Provides sanitized reports regarding complaints activity to appropriate management officials, as well as submits required annual reports regarding complaint activity to Agency Director of EEO.

Quality Standards: Investigations begin within 30 days of formal complaint acceptance with final ROI completed 30 days from start of investigation. ROI transmitted to appropriate individuals within 21 days of ROI completion. Informal counseling (pre-complaint stage) completed within 30 calendar days of counseling start, unless 60-day extension requested by aggrieved person is approved. Annual reports of pre-complaint and complaint activity completed within 30 days of the end of the reporting cycle

SERVICE FEE: \$52.62 per hour*

*plus related expenses; i.e., RESOLVE contracted mediator and travel, contracted investigator and travel, Federal Express, certified mail, overtime, court reporters, and printing costs.

Sign Language Interpreting Services (83406)

Provides qualified sign language interpreters for local and off-site training, staff meetings, briefings, town hall meetings, presentations, and job interviews.

Quality Standards: Interpreters will be provided when written request is received seven or more workdays in advance of request. Interpreters will be matched to customer's language preference. Meets with employees, management officials, or Commanders within two workdays of request for accommodation information.

SERVICE FEE: \$48.85 per hour per interpreter. A two-hour minimum cost will be applied to all assignments. Any assignment lasting more than two hours will require two interpreters. For periods of time exceeding eight hours (in a single business day), services will be charged at one and one half times the regular hourly rate. Full scheduled time will be invoiced for any cancellations requested three business days (or less) prior to the scheduled assignment. To guarantee maximum service and ensure an interpreter for a scheduled assignment, seven day advanced written notice to DASC is required.

Special Emphasis Programs (83407)

Provides Special Emphasis Programs highlighting the Federal Women's Program, the Hispanic Employment Program, the Black Employment Program, the Asian/Pacific American Program, the Native American Program, the Persons with Disabilities Program, and other special emphasis themes. Presentation of these special events are accomplished through exhibits, displays, film festivals, workshops and by guest speakers and presenters for HQ Complex employees to increase their awareness and understanding of the various cultures within the workforce. The Special Emphasis Programs are endorsed by the Department of Defense and/or Executives Orders that are reestablished through presidential proclamations annually.

Quality Standards: Educational programs are provided by experts in their field. Program information will be disseminated within one week of approval of theme for special events from Department of Defense and HQ DLA, as well as confirmation of program participants. Information for programs will be disseminated throughout the HQ Complex via electronic mail, posters, TV monitors, and the HQ Complex Bulletin.

SERVICE FEE: \$61.78 per civilian annually

*plus related expenses

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ADMINISTRATIVE SUPPORT CENTER

HELPING SUPPORT THE WARFIGHTER



DLA Administrative Support Center FINANCIAL MANAGEMENT (DASC-F)

Director: Catharine Kualii, (703) 767-7698

DASC-F

Budget/Accounting/Payroll

POC: Berthina Jamison, DASC-F, 767-7695

Budget Service (83503)

Executes appropriated and revolving budgets based on customer requirements. Establishes budget targets in the Appropriated Accounting System (AAS) by activity and object class. Reviews monthly reports and assists customers with identification of posting errors and corrections. Computes labor estimates to ensure proper funding is maintained. Reviews Congressional documentation to ensure budgets are executed according to approved mission, that obligations and costs are in compliance with applicable laws and revenues, and that expenditures are properly recorded and accounted for. Ensures that no expenditure or obligation occurs in excess of the amount available in an appropriation or an apportionment. Reviews revolving fund requirements for Capital Investments threshold. Prepares funding documents when authority is delegated by customer in writing. (Verbal or telephonic authorization will not be recognized except in emergency circumstances and must be confirmed in writing as soon as possible.) Ensures funds availability before executing documents. Provides guidance on all phases of the Program, Planning and Budgeting System (PPBS), ensuring all budgets are executed in compliance with DoD 7000.14-R, DoD Financial Management Regulation, and OMB Circular A-11, Preparation and Submission of Budget Estimates. Assists in developing a base for out-year requirements and completes budget exhibits by request. Accepts reimbursable orders on customer behalf and bills when advised of earnings. Defines and constructs customer organizational or unit cost reporting structure in the Defense Business Management System (DBMS). Validates entries into the Organization Management (ORGMGT) Table against information in other DBMS files such as Master Account Data (MAD), the Liaison Activity Cost Table (LACT) and Financial Accounting Data (FAD). Maintains and updates ORGMGT Table in accordance with General Orders or proper customer authorization. Performs quarterly reviews of outstanding commitments and obligation transactions in order to confirm their accuracy, completeness, and timeliness as prescribed by requirements set forth from the DoD Comptroller.

Quality Standards: The Team maintains a three business day turnaround time for funds execution. Any anticipated delay is reported immediately to the customer. On-line or hard copy monthly status reports are provided no later than 15 days following the monthly accounting cut-off date.

SERVICE FEE: \$70.18 per hour*

*plus an expedited service charge of \$26.70 per hour, applicable when document is requested with less than three business days advanced notice.

Accounting Service (83502)

Commits, obligates and certifies the availability of funds for all funded orders into the Appropriated Accounting Subsystem (AAS) of the Defense Business Management System (DBMS). Coordinates all accounting actions with budget analysts to ensure that budgets are reconciled to maximize funds. Interprets DoD, Office of Management and Budget (OMB) and Federal Acquisition Regulations (FAR) and informs customer of impact on accounting documents and their relationship to budgets. Ensures that accurate fund cites appear on accounting documents. Reconciles accounts with DFAS reports to ensure correct accounting procedures have been applied to budget accounts. Initiates random general ledger account reconciliation to assure that general ledger values reported are supported in detail by subsidiary listing as accounting principles dictate. Upon discovery of operating deficiencies, takes aggressive action to eliminate the obstacle and to facilitate necessary action.

Quality Standards: The customer is kept informed at all times on the status of the request. The Team maintains a three business day turnaround time for commitment and obligation of funded orders. Status reports are provided upon request.

SERVICE FEE: \$48.55 per hour*

*plus an expedited service charge of \$22.91 per hour applicable when document posting is requested with less than three business days advanced notice.

Payroll (83506)

Payroll Liaison Office (LO)/Customer Service Representatives (CSR) are the functional administrators for both Automated Time and Attendance Production System (ATAAPS) and Defense Civilian Payroll System (DCPS). The CSRs are responsible for modifying certification rosters and identifying both primary and alternate certifiers in ATAAPS. They add all new employee records and delete separated employee records. During reorganizations, the CSRs will add or delete organization codes in ATAAPS and provide such information to DFAS Operating Location (OPLOC) Charleston for DCPS updates. They are responsible for adjusting certification windows when a holiday Monday necessitates changes to the final Source Data Automation (SDA) pass. LO/CSRs research all payroll problems referred by customers and OPLOC, Charleston, including payroll/paychecks, deductions and leave. Provides follow-up on all problems until satisfactory resolution is reached. Notifies customers of any changes in DFAS policy. Provides data entry to update the Master Employment Record (MER) into DCPS. These updates include address changes; savings allotments; Federal, State and local tax authorizations; bonds; charity; employee organizations; net pay distribution; advanced or restored leave; adjustments to annual and sick leave; adjustments to miscellaneous leave such as compensatory time, credit hours, family medical leave; and certification of outstanding leave documentation reports. Maintains customer service support files of documents in accordance with the DoD Financial Management Regulation. Inputs Time and Attendance (T&A) data from timekeepers who do not have access to ATAAPS database. Makes corrections beyond the current pay periods in DCPS for T&A from ATAAPS. Serves as the POC to resolve T&A issues that cannot be resolved by timekeepers. Prints and distributes activity level reports, including missing or erroneous T&A reports, leave reports, and other available reports. Provides requests for replacement of W-2 and bonds to OPLOC, Charleston. Provides requests for replacement of Leave and Earnings Statements (LES) to the appropriate Defense Printing Service (DPS) site. Completes Verification of Employment forms and forwards to requesting activity.

Quality Standards: The Team maintains a two business day turn-around time for the initiation of problem resolutions. Customers will be notified of any problems anticipated or encountered in attaining resolutions.

SERVICE FEE: \$84.88 per civilian (CIV) supported annually*

*plus related expenses and initial training fees

Management Consulting (83504)

POC: Daniel Mullins, DASC-F, 767-7670

Provides organizational analysis in order to facilitate implementation of a reimbursable business structure. Assists with the customization and implementation of automated tracking, billing, and financial systems integration.

Quality Standards: Upon receipt of customer requirements, a core team meets immediately with the customer to assess needs. Based on an initial report, an implementation team is assembled which incorporates the necessary skills required to fully satisfy the requirement. This will occur on a delivery schedule mutually negotiated with the customer.

SERVICE FEE: \$79.17 per hour

*plus related expenses such as overtime, travel, and contractor expenses

Library of Congress (83510)

POC: Daniel Mullins, DASC-F, 767-7670

Library of Congress/Federal Research Division (LOC/FRD) research and analytical services are prepared in a variety of tailor-made formats (using both hard-copy and electronic delivery, including in the form of World Wide Web home pages) using the expertise of LOC employees and select expert consultants. Work is done in response to the client's specific informational needs for domestic (United States) and foreign-area topics in the physical and social sciences. Rapid-response projects can be accomplished at an additional cost to those stated for service fees below. Specific service information is listed below. Please contact Robert Worden at (202) 707-3909 for further information.

A. Studies and Reports

Provides research and analysis on a wide variety of scientific and technical and social science topics using English and foreign-language materials. Open source (any kind of literature that is not classified and readily available to the general public) and gray (literature that is On-Classified, that is not readily available for the general public, but can be obtained) literature research and reference materials available in the LOC are the primary source of information; other libraries and information and information centers, electronic database services, the Internet, and other information sources are used.

Quality Standards: Client requests for proposal are addressed within seven working days after receipt. Formal written work proposal details scope of project, research methodology, deliverables, and budget based on the level of effort needed to complete the project within time limits set by the client.

B. Annotated Bibliographies and Databases

Bibliographic and other information and data are compiled from technical and social science materials into structured and word searchable databases for use on client's internal automated systems.

Quality Standards: Client requests for proposal are addressed within seven working days after receipt. Formal written work proposal details scope of project, research methodology, deliverables, and budget based on the level of effort needed to complete the project within time limits set by the client

C. Foreign Language Translations and Abstracting

Using publications and other documents, found in the LOC and from other information sources or provided by the client, FRD linguists/subject specialists will translate whole or partial documents as needed from the foreign language into English or from English into a foreign language. When abstracts of the material are deemed more useful than full translations, a structured database featuring bibliographic citations and client-oriented analytical abstracts are prepared.

Quality Standards: Client requests for proposal are addressed within seven working days after receipt. Formal written cost and time estimates are provided before work begins. When the material to be translated is in the hands of the client, copies of the document or a sample of representative pages will be provided by the client before a cost estimate is prepared. Format, deliverables, and delivery schedules are handled in coordination with client needs and deadlines.

SERVICE FEE: Average \$94.00 per hour (number of hours to complete task used to calculate total cost). Per hour cost may vary according to level of expertise applied to various projects.

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DLA Administrative Support Center
COUNSEL (DASC-G)
Director: Walter Thomas, (703) 767-5000

DASC-G

Legal Services (83601)

POC: Kathy Tennessee, DASC-G, 767-5000

Provides legal advice, counsel and representation in the following areas: Personnel Advice (EEO complaints, employee counseling/discipline, sexual harassment and ethics/procurement integrity training for employees and supervisors, violence in the workplace, alcohol/drug use in the workplace, Freedom of Information Act, and Privacy Act); Personnel Representation (hearings before administrative judges of the Equal Employment Opportunity Commission [EEOC], hearings before administrative judges of the Merit Systems Protection Board [MSPB], hearings on labor matters before the Federal Labor Relations Authority [FLRA], and hearings before State Unemployment Compensation Boards of Review); Contracting Advice (Information Technology [IT] acquisitions, solicitation preparation, contract negotiation, source selection, delivery order/task order negotiation, exercise of options, contract changes, contract disputes, terminations and Base Contracting); Contracting Representation (General Accounting Office bid protests, contract appeals to various agency Board of Contract Appeals); Fiscal Law (funding and appropriation issues); Ethics (compliance with regulations issued by the Office of Government Ethics [OGE], ethics and standards of conduct training); Fraud (detection, investigation and resolution of contract fraud/ethics violations cases, procurement integrity and use/misuse of government resources training).

Quality Standards: Automated systems are used to track litigation workload and deadlines to ensure that timeliness is not compromised. Accurate and thorough legal opinions are drafted through regular staff interaction and consultation, as needed, with Department of Justice and EEOC legal staff on issues which raise novel questions of law. Automated legal research guarantees use of most current case law. Response time is determined by client need, as well as by litigation schedules and statutory requirements. Emphasis is placed on the development of solutions which permit unimpeded accomplishment of the client's mission.

SERVICE FEE: \$91.48 per hour*

*plus related expenses such as overtime, travel, and court costs

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DLA Administrative Support Center
Headquarters Complex Operations (DASC-O)
Director: Normand Lussier (703) 767-2000

DASC-O

Combined Federal Campaign (CFC) (83850)

POC: Lillie Simpkins, DASC-O, 767-7694

Coordinates, manages and operates the annual Combined Federal Campaign in the National Capital Area. Prepares reports for and maintains liaison between DLA Command, OSD, and other participating officials. Prepares training guides for campaign staff members, and accepts fiscal responsibility for the transmittal, accuracy, and security of donations reported to OSD. Accepts full responsibility for the ensuing OSD audit of campaign finances. Creates and maintains databases regarding it.

Quality Standard: To facilitate communication between the customer organization and DASC, a central customer focal point should be designated to forward all requests for services and supplies. Average lead times for services and supplies are as follows: charts and briefing materials (10 days), analysis of campaign status (2 days), additional training (3 days), additional supply items (3 days), letters/reports (3 days), creation of new databases (5 days), publicity posters and graphs (10 days), tours of participating charities (7 days), and copies of videotapes (3 days). Requests for records of performance will be furnished within ten days upon receipt of request.

SERVICE FEE: \$18.60 per military/civilian (MILCIV) supported annually

Interservice & Intergovernmental Support Agreements (83849)

POC: Lillie Simpkins, DASC-O, 767-7694

Initiates, develops, and coordinates Interservice and Intragovernmental support policy for Headquarters Complex and field activities. Ensures guidance and policy are in compliance with DoD Instruction 4000.19. Serves as the DLA focal point for matters pertaining to support services. Presents the approved DLA position on Interservice Support functions to the Office of the Secretary of Defense (OSD), Federal Agencies/ Services on behalf of Headquarters Complex. Conducts negotiations on behalf of DLA as both receiver and supplier in difficult and sensitive support agreements or memorandum of agreement/understanding.

Recommends specific courses of action to resolve differences between DLA components and other Federal Agencies. Evaluates performance of field activities in executing the program. Assists other Federal Agencies and departments in reducing costs and streamlining operations with DLA. Attends conferences, formal and informal meetings for presenting and receiving information on the support program. Represents DLA at Joint Interservice Regional Support Group (JIRSG) meetings. Reviews and coordinates the DoD program with the two DLA-chaired Continental United States (CONUS) JIRSGs.

Quality Standards: Proposed OSD guidance which requires DLA input is coordinated with all HQ DLA components and field activities within 72 hours of receipt. Response to incoming inquiries is completed within 24 hours. Response to written communication receives an interim response within 72 hours and a final response within 30 days, depending upon the scope of the problem.

SERVICE FEE: \$96.08 per hour*

*plus related expenses.

DASC-OF

Facilities Projects and Design (83835)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides planning, design and management for projects relating to facility alterations, space and personnel relocation, and preparation for special events. Management of construction and personnel relocation projects includes coordination of communication/LAN support services. Projects for alterations are designed in compliance with all applicable government regulations and policies and consistent with maintaining the professional design integrity, reliability and maintainability concepts of the building.

Quality Standards: A project manager will contact the customer within two business days of receipt of request to schedule a meeting to review the requirements. If written requirements are not provided by the customer, the project manager will summarize the requirements in writing and submit to customer for agreement. Designs or proposals will be based in written requests. Upon approval or receipt of written requirements, up to three design alternatives will be presented within 10 working days. Upon design election by the customer, a project proposal and cost estimate will be provided within 20 working days. Upon approval of the project and receipt of funding authorization, the project manager initiates the procurement of contracts, develops a tentative work schedule and provides the schedule to the customer within 10 days. The project manager coordinates and monitors the project through the completion, inspection and closeout. A final invoice is sent to the customer within 30 days of project closeout.

SERVICE FEE: \$70.95 per hour*

*plus related expenses

Staff Driver Service (83854)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides door-to-door pickup/drop-off within the National Capital Region (NCR) of passengers on a dispatch basis. Service will be available between the hours of 0645 and 1630, with the last pickup of the day at 1530.

Quality Standards: Staff drivers are scheduled to ensure timely service. In the event staff drivers are not available, the dispatcher uses contracted taxis. Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

SERVICE FEE: \$87.81 per hour*

*plus any overtime associated with providing service outside the hours of 0645 and 1630.

Facilities Warehouse Support Services (83831)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides a variety of services from 0700 to 1530 daily as follows: office moves, deliveries, laundry, furniture moves; loan of tables, shipping, receiving and delivery of supplies and equipment, and warehousing of supplies/equipment for basic facility support. All services are provided based upon requests and service orders are documented and managed through the SPAN-FM (computer aided facility management system).

Quality Standards: Requests for service are received through the facility support desk. Each request is entered as a service order in the SPAN-FM system for scheduling and control. Authorization must be provided in advance for the warehouse to receipt for purchased item. A representative of the warehouse team will contact the requestor to confirm details of the service required in advance. Service is provided within three working days or on the date/time requested (three days advanced notice is requested). Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

SERVICE FEE: \$65.11 per hour*

*plus related expenses

Property Accountability (83852)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides pickup plus temporary storage and transfer for turn-in of organizational excess equipment and bar coding with database management for asset accounting of workstation computer assets. All services are provided based upon requests and service orders are documented and managed through the SPAN-FM (computer aided facility management system). An audit of each organization's computer workstation property is provided annually. An update of the hand receipt database is provided when organizations advise of equipment relocations, additions or turn-ins.

Quality Standards: Requests for service are received through the facility support desk. Requests involving the turn-in of excess equipment must be accompanied by a DLA Form 1311. Each request is entered as a service order in the SPAN-FM system for scheduling and control. No computer assets are authorized to be attached to the LAN until they are properly bar coded and entered into the database for accounting purposes. Service is provided within three working days or on the date/time requested (three days advanced notice is requested). Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

SERVICE FEE: \$19.52 per piece of property annually*

*plus related expenses

Route Mail Services (83821)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides pickup, sorting and delivery of incoming and outgoing unmetered mail once or twice daily to and from service points on a designated route. Applies postage to sender's outgoing mail per USPS regulations. On occasion, special deliveries or pickups are made for regular customers along the routine route. Customers are also provided Federal Express outgoing service.

Quality Standards: Unmetered mail is picked up, sorted and delivered daily on a designated route. Special delivery or pickup requests received before 0900 are accomplished by noon the same day and those received after 0900 but before noon are accomplished by 1600. Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

SERVICE FEE: \$6,920.92 per service point annually*

*plus related expenses

Temporary Storage (83830)

POC: Ted Kukoski, DASC-OF, 767-7423

Provides vertical and lateral warehouse space to store equipment, publications, supplies, files, etc. Space may be purchased in pallet-sized blocks (72 cubic feet per block) for a maximum of one month's duration. Requirements for more than one month will be placed in long term storage off-site.

Quality Standards: All storage material will be accounted for when being delivered or removed from the warehouse. Only authorized personnel from the customer's organization will be allowed escorted entry into the warehouse. Any customer complaints not resolved within three business days are forwarded to the Facilities Chief for action.

SERVICE FEE: \$7.76 per cubic foot annually*

*plus additional costs are associated with special projects, overtime, equipment repair, labor charges related to packaging/handling and travel.

DASC-OQ

Document Destruction (83837)

POC: Ted Flanagan, DASC-OQ, 767-4007

Collects classified/sensitive material for destruction once a week (Friday) upon request by customer.

Quality Standards: Classified documents will be collected the first Friday following the receipt of the request; non-paper classified material will be collected on the last Friday of each month. A chain-of-custody record is forwarded by Physical Security to the activity responsible for destroying the documents. Customer complaints not resolved within three business days are forwarded to the Chief of Physical Security for action.

SERVICE FEE: \$1.49 per bag

Physical Command Security Consulting (83853)

POC: Ted Flanagan, DASC-OQ, 767-4007

Provides guidance in the development of a law enforcement and security program within the area of responsibility through enforcement of applicable regulations and others. Provides guidance and oversight as requested in the development and assessment of an Anti-Terrorism/Force protection program. Provides guidance to the development of a Foreign Liaison Program. Provides guidance in the preparation of vulnerability assessments and recommends appropriate security measures to ensure the safety of personnel and resources against terrorist acts. Provides guidance as to the actions required, ensuring the safety of foreign visitors. Provides guidance to the development of COMSEC programs. Provides guidance and recommends appropriate or disciplinary actions in all matters relating to the DLA security programs.

Quality Standards: Completed documentation of vulnerability assessments will be provided within 20 working days upon completion of assessment.

SERVICE FEE: \$61.71 per hour*

*plus related expenses

Continuity of Operations Planning (83847)

POC: Claude Winters, DASC-OQ, 767-2035

Provides Emergency Planning and Continuity of Operations support to DLA activities located within the Headquarters Complex. Advises management at various levels of Emergency Planning and Continuity of Operations requirements. Coordinates DASC and HQC emergency and Continuity of Operations plans with DLA Headquarters and insures that all DLA activities have current and valid plans. Advises DLA Activities of their requirement to keep current and valid plans. Coordinates the plans of Non-DLA activities located within the HQC with those of DLA HQC Activities.

Quality Standards: The HQC Emergency Planner is readily available to provide customers with expert guidance on all issues related to Emergency Planning and Continuity of Operations, by telephone, email, or formal staff assistance visit. Customer inquiries are addressed within two business days of request.

SERVICE FEE: \$1.22 per square foot annually

Communication Security (83842)

POC: Doug Morris, DASC-OQ, 767-4033

Acts as the Communications Security (COMSEC) Manager for DLA and supported activities. Provides technical advice and interpretation of COMSEC regulations as related to the DLA environment. Provides for the collection, processing and reporting of incidents that could/may be detrimental to current and/or future communication processes. Provides information and guidance to DASC supported activities concerning established policy. Conducts periodic reviews to ensure the supported activities are in compliance with COMSEC procedures and regulations. Provides oversight for the electronic signature program as it pertains to secure communications and message traffic within DASC supported activities. Receipts, inventories, issues and transfers COMSEC material as directed. Provides for semi-annual inventories of all accountable COMSEC materials, to include STU-IIIs, KG-84's, KG-194's, KIV-7's, DTDs and KOI-18s. Establishes a comprehensive COMSEC training program for all persons, who in the performance of official duties, deal with COMSEC material. Process Autodin messages and routes all classified and unclassified message traffic to the appropriate activity or person.

Quality Standards: Requests will be addressed within two business days. Messages will be processed with 99% accuracy according to established guidelines. Customer complaints not resolved within two business days will be forwarded to supervisor.

SERVICE FEE: \$49.62 per hour*

*plus related expenses

Foreign Travel Messages (83827)

POC: Johnny Thompson, DASC-OQ, 767-3029

Obtains completed DLA Form 391 from customer 30 days prior to travel commencing in accordance with DoD 4500.54-G. Prepares Overseas Clearance Message in accordance with the DoD Foreign Clearance Guide requirements for passports/visas. Receives, processes and transmits all requests for foreign travel.

Quality Standards: Foreign travel messages will be processed within one business day upon receipt. Notification will be provided within one business day when clearance has been granted or denied. Any customer complaints not resolved within three business days will be forwarded to the Security Manager.

SERVICE FEE: \$24.82 per message



DLA Administrative Support Center
HUMAN RESOURCES (DASC-R)
Director: Nancy Ward, (703) 767-7150

DASC-R

Suggestion Program (83729)

Manages the DLA Suggestion Program. Provides advice and assistance to commanders, supervisors, and employees regarding all aspects of the DLA Suggestion Program. Provides employees with information on how to submit a suggestion, the evaluation process, and potential rewards that come from participation in the program. Provides supervisors and managers with information to support and encourage their employees to participate. Develops marketing strategies to promote and publicize the Suggestion Program and increase awareness and participation. Screens and process employee suggestions, and forwards to appropriate evaluators in HQ DLA or outside agencies and follows up on progress. Gathers statistical information and data from PLFA suggestion coordinators and prepares quarterly status reports. Forwards final evaluation to originating activity for implementation and award payment if appropriate. Follows up to ensure adopted suggestions are implemented and suggestor notified.

Quality Standards: Suggestions are recorded in database and forwarded to appropriate evaluator within 10 days of receipt from PLFA suggestion program coordinator. Quarterly status reports are prepared within 3 weeks following end of quarter.

SERVICE FEE: \$19.85 per military/civilian (MIL/CIV) annually

DASC-RC

Customer Services Division

Division Chief: Elaine Skreptack, DASC-RC, 767-7150

Employment Services (Full Service Customers) (83703)

Manages comprehensive internal recruitment and placement programs which include merit promotion, transfer of function (TOF), reassignment, temporary promotion, detail, realignment, change to lower grade, upward mobility, rotational training assignments, reduction-in-force (RIF), etc. Conducts extensive external recruitment programs with special emphasis on the recruitment of candidates from all segments of the population. Manages special recruitment programs such as Senior Executive Service (SES), Outstanding Scholar, Veteran's Readjustment, Disabled, and Student Educational Experience Program. Attends employment fairs and conducts college recruitment trips. Operates an active summer and winter rehire employment program. Provides employment information to callers and visitors regarding employment opportunities with the Federal government in general and with DASC supported activities specifically. Provides training, as requested, and technical consulting on all facets of employment services.

Quality Standards: Senior staff continuously spot-check internal placement/external recruitment products to ensure customers receive timely and quality products. Personnel Management Specialists are evaluated based on the quality and timeliness of their work. An automated SF52 tracking system is reviewed by senior staff and status reports are provided to managers. Performance standards focus on timeliness and customer service. An established procedure to review and update retention registers is followed each time an organization undergoes a RIF/TOF, and time lines are developed to ensure that all necessary steps are completed and meet projected deadlines. RIF/TOF notices are normally issued within 30 days of receipt of the SF52 abolishing the position(s). All RIF/TOF notices are reviewed and authenticated by the Director, Office of Human Resources prior to issuance. An out placement program is in place and is continuously refined. Extensive expertise in all facets of the employment services area enables Personnel Management Specialists to often resolve potential problems before they occur. Formalized programs for obtaining feedback from managers on quality of advisory services is used in evaluating performance of specialists and assistants.

SERVICE FEE: \$202.22 per civilian (CIV) supported*

*plus fees for special services (such as use of private employment services, TDY to remote locations, FedEx and other special mailing requests, and overtime to meet customer peak work requirements).

Employment Service/Personnel Actions (Regionalized Customers) (83730)

Provides advisory services for comprehensive internal recruitment and placement programs which include merit promotion, transfer of function (TOF), reassignment, temporary promotion, detail, realignment, change to lower grade, upward mobility, rotational training assignments, reduction-in-force (RIF), etc. provides advisory services on external recruitment programs with special emphasis on the recruitment of candidates from all segments of the population. Advises on special recruitment programs such as Senior Executive Service (SES), Outstanding Scholar, Veteran's Readjustment, Disabled, and Student Educational Experience Program. Attends employment fairs and conducts college recruitment trips. Operates an active summer and winter rehire employment program. Provides employment information to callers and visitors regarding employment opportunities with the Federal government in general and with DASC supported activities specifically. Provides training, as requested, and technical consulting on all facets of employment services. Performs in-processing services; produces and distributes Standard Form (SF) 50s received from the HROC; and prepares reports from the Defense Civilian Personnel Data System (DCPDS) based on customer requests.

Quality Standards: Monitors actions through the Personnel Process Improvement (PPI) suite to assist management officials in ensuring timely completion of actions, including those being accomplished at the HROC. Senior staff continuously spot-checks internal placement/external recruitment products to ensure customers receive timely and quality products. PPI suite is reviewed by senior staff and status reports are provided to managers and/or managers are assisted in use of suite. Performance standards focus on timeliness and customer service. Formalized programs for obtaining feedback from managers on quality of advisory services is used in evaluating performance of specialists and assistants.

SERVICE FEE: \$107.12 annually per civilian (CIV) supported*

*plus fees for special services (such as use of private employment services, TDY to remote locations, FedEx and other special mailing requests, and overtime to meet customer peak work requirements)

Classification Services (83702)

Provides a full range of classification services for a variety of occupations and grades in the General Schedule and Federal Wage System in accordance with Title 5, United States Code (USC). Services include position description adequacy reviews, implementation of standards, preparation of evaluation statements, audits, counseling employees who wish to submit classification appeals, and advisory services regarding reorganizations and position management. Assistance in writing position descriptions may be provided at no additional cost. Services may be provided with or without delegation of classification signature authority to line managers, dependent upon customer policies and requirements.

Quality Standards: Senior staff continuously spot check classification actions to ensure customers receive timely and quality products. An automated SF52 tracking system is reviewed by senior staff and status reports are provided to managers. Positions requiring full classification review or position description preparation are generally completed within three weeks; review of established positions is completed in less than one day.

SERVICE FEE: \$67.10 per civilian (CIV) supported.*

* plus fees for special services (such as use of private employment services, TDY to remote locations, FedEx and other special mailing requests, and overtime to meet customer peak work requirements).

Temporary Help Services (83726)

Provides qualified temporary contract staff to meet short term or critical staffing needs. A senior staff member assists customers in determining whether or not their requirements meet the legal requirements of 5 Code of Federal Regulations 300, Subpart E, which provides legal criteria that must be met before use of temporary help services. If the conditions are met, works with customer to develop statement of work, arrange for required services, and monitor the contract.

Quality Standards: Temporary help will be provided within seven days of finalizing the statement of work.

SERVICE FEE: 3% of cost per hour for administrative fee*

*plus actual cost of contract.

Overseas Entitlements, Benefits, and Travel (83704)

Issues and processes/authenticates travel orders for overseas PCS travel to include renewal agreement travel. Obtains appropriate documentation necessary to begin the PCS process. Reviews completed documents and counsels customers on overseas PCS entitlements. Verifies the availability of travel funds through the applicable budget office. Processes all requests to amend, extend or modify overseas PCS orders. Processes overseas entitlements such as living quarters allowance, post allowance, post differential, advance of pay, return transportation, Temporary Quarters Subsistence Allowance, educational travel, etc. Provides advisory services on overseas allowances and entitlements to employees relocating and residing overseas.

Quality Standards: Turnaround time for PCS orders is usually less than one week. PCS orders and benefits/allowance requests are reviewed for accuracy and compliance with the Joint Travel Regulations and Department of State Regulations by senior staff and authenticated by the Director, Office of Human Resources. Feedback from managers on the quality of advisory services is used in evaluating the performance of Personnel Management Specialists.

SERVICE FEE: \$430.48 per overseas employee annually

Permanent Change of Station (PCS) Travel (83705)

Issues and processes/authenticates travel orders for CONUS PCS travel, and for OCONUS PCS travel for customers who do not receive services under Overseas Entitlements, Benefits, and Travel. Obtains appropriate documentation necessary to begin the PCS process. Reviews completed documents and counsels customers on PCS entitlements. Verifies the availability of travel funds through the applicable budget office. Processes all requests to amend, extend or modify entitlements, including temporary quarters, household goods storage, miscellaneous expenses and real estate entitlements. Services for PCS moves extend for up to three years from the date of the travel orders, due to the length of time associated with real estate transactions. The cost for this service is a one-time fee, which covers all necessary actions for the entire three-year life of a PCS move.

Quality Standards: Turnaround time for PCS orders is usually less than one week. PCS orders are reviewed for accuracy and compliance with the Joint Travel Regulations by senior staff and authenticated by the Director, Office of Human Resources. Feedback from managers on the quality of advisory services is used in evaluating the performance of Personnel Management Specialists.

SERVICE FEE: \$121.49 per order (*3 Year Service*)

Processing Personnel Actions (Full Service Customers) (83706)

Processes the full range of personnel actions for SES, General Schedule, and Federal Wage System positions. Maintains on line data in the Defense Civilian Personnel Data System (DCPDS), an automated personnel subsystem. Provides advice and assistance on technical matters related to employee records, entitlements, and benefits. Provides for custody and maintenance of Official Personnel Files (OPFs). Maintains OPFs in a secured area, protected from unauthorized access in accordance with regulatory requirements. Forwards OPFs to gaining Agencies or National Records Center. Provides employment verification for all serviced employees. Performs in-processing services; produces and distributes Standard Form (SF) 50s; and prepares reports from the Defense Civilian Personnel Data System (DCPDS) based on customer requests.

Quality Standards: Personnel actions are reviewed and authenticated by Personnel Management Specialists. Personnel Management Specialists and Personnel Assistants work closely together to ensure that data entered into DCPDS meets the regulatory guidelines established by OPM. Systems generated reports are reviewed by senior staff to ensure accuracy and to pinpoint systemic problems. Errors are corrected within one pay period after the error is discovered. OPFs are audited by staff and reviewed for compliance with regulations by senior staff.

SERVICE FEE: \$87.04 per civilian (CIV) supported annually*

*Plus cost of any overtime required to meet customer peak work requirements

Personnel Security (83715)

Conducts pre-appointment security checks on candidates for sensitive positions. Processes waivers of the pre-employment security investigation and requests for clearances. Initiates Single Scope Background Investigations (SSBIs) and periodic reinvestigations. Fingerprints employees for the above investigations as well as for National Agency Checks with Written Inquiries (NACIs), if applicable. Out-processes all personnel to include debriefing and recovery of all badges and ID cards, if applicable. This service covers military, civilian and contractor personnel.

Quality Standards: SSBIs and NACIs and waivers are initiated upon request and processed within two business days. Staff is available for consultation and technical guidance on all matters involving personnel security.

SERVICE FEE: \$61.39 per person supported annually or per contractor employee supported*

*plus actual FBI fee charges and cost of any overtime required to meet customer peak work requirements. **Note:** Contractor employees may be charged half price if verification shows valid, current investigation.

DASC-RP

Work Development Programs Division
Division Chief: Marlene Armstrong, 767-8149

Employee Assistance Program (83711)

Administers the Employee Assistance Program (EAP), including monitoring the contractor operation of the DASC Counseling and Referral Service which provides diagnostic counseling and referral to sources of treatment for personnel whose work performance is being adversely affected by drug, alcohol, or other substance abuse; emotional/behavioral problems, or similar problems of dependent family members. Referrals are also provided for other causes impacting performance such as marital problems, indebtedness, weight problems, bereavement counseling, and child/elder care. Diagnostic counseling and referral is accomplished by a licensed professional.

Quality Standards: Counseling is provided at the time of request (same day) and on a completely confidential basis. No information, report or documentation is released to any source without the permission of the employee concerned. Follow-on counseling is provided at the request of the employee. The program is monitored and evaluated for effectiveness through statistical data.

SERVICE FEE: \$25.89 per civilian (CIV) supported annually.

Employee Relations Services (Full Service Customers) (83712)

Provides comprehensive employee and labor relations services including discipline cases, complaints, grievances, appeals, leave administration, retirements, drug testing, and workers compensation. Obtains evaluation of medical documentation for employee accommodation cases through contract with Public Health Service (PHS). Provides guidance and assistance in completing necessary processes and documentation. Performs case management and reviews proposed correspondence for regulatory compliance. Serves as an interface with legal staff, AFGE Union Representatives, Department of Labor (DOL), and the Defense Finance and Accounting Service (DFAS) as required. Conducts training in employee/labor relations areas.

Quality Standards: Requests for advice and assistance are generally addressed within two business days of receipt. Provided that all relevant documentation is received, typically reviews disciplinary adverse action and grievance correspondence within five calendar days of receipt. Advance leave, leave recipient, and leave donor requests are faxed to DFAS for processing within three business days of receipt. Completed forms and medical documentation are forwarded to DOL for adjudication within three business days of receipt.

SERVICE FEE: \$272.62 per civilian (CIV) supported annually*

*plus fees for special services such as TDY to remote locations, FedEx and other special mailing requests, overtime to meet customer peak work requirements, and actual cost of PHS contract.

Employee Relations Services (Regionalized Customers) (83731)

Provides comprehensive employee and labor relations services including discipline cases, complaints, grievances, appeals, and leave administration. Provides advisory services, case management, drug testing, light duty and job reengineering recommendations for worker's compensation cases. Obtains evaluation of medical documentation for employee accommodation cases through contract with Public Health Service (PHS). Provides employee relations case management and reviews proposed correspondence for regulatory compliance. Services as an interface with legal staff, union representatives, Department of Labor (DoL), and the Defense Finance and Accounting Service (DFAS) as required. Conducts training in employee/labor relations areas.

Quality Standards: Requests for advice and assistance are generally addressed within two business days of receipt. Provided that all relevant documentation is received, typically reviews disciplinary adverse action and grievance correspondence within five calendar days of receipt. Advance leave, leave recipient, and leave donor requests are faxed to DFAS for processing within three business days of receipt. Completed forms and medical documentation are forwarded to DoL for adjudication within three business days of receipt.

SERVICE FEE: \$101.74 per civilian (CIV) supported annually*

*plus fees for special services such as TDY to remote locations, FedEx and other special mailing requests, overtime to meet customer peak work requirements, and actual cost of PHS contract.

Performance Management/Awards (Full Service Customers) (83713)

Provides technical advice and assistance to managers regarding the appropriateness of awards, award preparation and relationship of awards to performance evaluations. Provides comprehensive review of honorary and monetary awards for regulatory compliance; inputs data to generate payment of cash awards, prepares award certificates, and provides awards documentation for records maintenance. Provides technical advice and assistance to supervisors and employees regarding all aspects of performance management. Provides instruction on developing critical elements and performance standards, preparing performance plans and performance ratings, and how to counsel employees and correct performance problems. Provides a review of plans and ratings for regulatory compliance. Inputs appraisal data into DCPDS.

Quality Standards: Requests for advice and assistance are generally addressed within two business days of receipt. Awards are reviewed, approved, and entered for payment no later than one pay period after documentation is received.

SERVICE FEE: \$29.85 per civilian (CIV) supported annually

Performance Management/Awards (Regionalized Customers) (83732)

Provides technical advice and assistance to managers regarding the appropriateness of awards, award preparation and relationship of awards to performance evaluations. Provides comprehensive review of honorary and monetary awards for regulatory compliance; forwards documentation to HROC for input and award generation, prepares award certificates, and provides award documentation for records maintenance. Provides technical advice and assistance to supervisors and employees regarding all aspects of performance management. Provides instruction on developing critical elements and performance standards, preparing performance plans and performance ratings, and how to counsel employees and correct performance problems. Provides a review of plans and ratings for regulatory compliance. Forwards appraisals to HROC for filing and input into DCPDS.

Quality Standards: Requests for advice and assistance are generally addressed within two business days of receipt. Awards are reviewed, approved, and forwarded to HROC for payment no later than one pay period after documentation is received.

SERVICE FEE: \$27.50 per civilian (CIV) supported annually.

Training Programs and Services (83718)

Provides advice, guidance and assistance to supervisors and employees in managing training dollars and resources. Provides assistance in identifying training needs and requirements. Coordinates the availability of various training programs: Developmental Career Programs, Executive Leadership Programs, Service School Programs, and Tuition Assistance Programs. Promotes a business partnership via the Training Committee linking training to the agency's mission. Encourages participation and accountability from management and employees. Counsels management and employees to determine the best and most cost-effective methods of meeting career developmental needs. Recommends or designs programs, negotiates with commercial vendors, and conducts programs to support mandatory training requirements.

Quality Standards: The Defense Logistics Agency Training Application (DLA-TA) tracks customers' training requirements, allocations, completions and cost. DLA-TA provides training data reports to supervisors, employees, and the DLA-CAHW organization. The Army Training Requirements and Resources System (ATRRS) is an automated system used in the tracking and quota management of the DAWIA mandatory courses for our acquisition workforce.

SERVICE FEE: \$143.18 per civilian (CIV) supported annually*

*Plus actual cost of training

*Plus fees for special services (such as use of private employment services, TDY to remote locations, FedEx and other special mailing requests, and overtime to meet customer peak work requirements).

Worksite Safety Program and Advisory Services (83728)

Administers Safety and Occupational Health Program compliance in accordance with DLA mission areas. Performs inspections, surveys, audits and other programmatic reviews by identifying effective hazard abatement, control and risk management measures to meet Federal and DOD regulations and/or policies. Performs periodic training needs, surveys and conducts Federal, DOD or DLA-mandated safety and health training. Coordinates and/or provides technical guidance for DLA activities. Conducts and/or coordinates workplace hazard assessment and personal protective equipment certification and training. Coordinates and provides employees in certain occupations with required additional training and/or periodic refresher training as needed. Inspections include annual work-site safety inspections and providing and assisting in the investigation of mishaps to determine causes and identify corrective actions necessary to prevent recurrence. Upon notification of on-site mishap, investigations are initiated to determine causative factors and their abatement. Provide advisory services implementing safety programs, hazard identification surveys, accident investigations, and accident statistic analysis.

Quality Standards: The Safety and Health Team conducts annual work-site safety inspections. Fully investigates all mishaps and identifies causative factors and assists activities in implementing preventive measures and controls. Inspections are provided annually or as determined by PLFA consistent with DOD and DLA policies. Work-site safety training classes are offered regularly to ensure that all personnel who require training by law are certified. Advisory services are provided as needed.

SERVICE FEE: \$70.08 per military/civilian (MIL/CIV) annually

*plus fees for special services (such as use of private employment services, TDY to remote locations, FedEx and other special mailing requests, and overtime to meet customer peak work requirements)



DLA Administrative Support Center
Visual Communications/Presentations
(DASC-V)

Director: William Caison ,767-5500

DASC-V

Savings Bonds (84134)

POC: Kathryn Fowler, DASC-V, 767-2740

Coordinates, manages, and operates the Savings Bonds Program for the Agency. Prepares training guides and associated materials and personnel to conduct the annual campaign in the field as well as the National Capital Area. Determines and obtains supplies necessary for all activities, and maintains liaison with PLFA Savings Bonds Officers in order to meet reporting requirements from OSD and DLA Command inquiries. Reviews procedures for submitting civilian and military savings bonds deductions to applicable payroll offices. Maintains form stocks, answers questions, and resolves problems experienced by customer base. Creates and maintains databases regarding same.

Quality Standards: To facilitate communication between the customer organization and DASC, a central customer focal point should be designated to forward all requests for services and supplies. Average lead times for services and supplies are as follows: charts and briefing materials (10 days), analysis of campaign status (2 days), additional training (3 days), additional supply items (3 days), letters/reports (3 days), creation of new databases (5 days), publicity posters and graphs (10 days), tours of participating charities (7 days), and copies of videotapes (3 days). Requests for records of performance will be furnished within ten days upon receipt of request.

SERVICE FEE: \$11.73 per military/civilian (MILCIV) supported annually

DASC-VC

Visual Communications Division

POC: Sam Moneyhun, DASC-VC, 767-5061

Audiovisual Services (84111)

Operate and manage a full service Audiovisual Services facility. Support customers in the Washington metropolitan area with services which include provision of audiovisual equipment for conferences and meetings using on-site meeting space, and in some cases provision of equipment to remote locations. Videotapes classes/meeting. Order commercial videos. Provides consultation on building business television systems, etc. Will design and produce multimedia programs and animations. Broadcasts military and DLA-specific programming for training, conferences and public service announcements.

Quality Standards: Upon receipt of customer requirements, the Audiovisual Services Team responds to establish a mutually agreed upon delivery schedule for each project. Typically support is same day or next day service. The CATV system is monitored to quickly correct any problems. Customer inquiries are addressed within three working days.

SERVICE FEE: \$44.86 per hour*

*plus related expenses, i.e., overtime costs, external contracting, and equipment purchases on credit card.

Cable Television (CATV) Services (User Specific) (84118)

Provide cable television (CATV) services with access to programming such as: CNBC, VH-1, local NBC, CBS, NBC, FOX, News Channel 8, CNN, ESPN, CNN Headline News, Weather Channel, C-Span, C-Span 2, Discovery Channel and Learning Channel. Broadcasts military and DLA-specific programming for training, conferences and public service announcements.

Quality standards: The CATV system is monitored to quickly correct any problems. Customer inquiries are addressed within three working days.

SERVICE FEE: \$284.42 per cable drop annually*

Conference Room Support (84128)

Provides management and support of conference rooms. All circular conference rooms are loaded with Cable TV and satellite signal, LAN (except very few), phone and complete A/V support. Inspects all rooms for cleanliness and maintenance regularly, and additionally, checks previous users for missing or damaged furniture and/or equipment. All major conference rooms have complete audiovisual systems.

Quality Standards: Requests for assistance with conference/training rooms will be handled immediately. The CATV system is monitored to quickly correct any problems. All complaints not resolved within 24 hours are brought to the attention of Division Chief, Visual Communications, DASC-VC.

SERVICE FEE: \$77.43 per hour*

*plus relate expenses, i.e., overtime costs, external contracting, and equipment purchases on credit card.

Please contact conference coordinator for non-HQC tenant rates.

Portable Equipment (84116)/Specialty Equipment Rental (84138)

Provides projection and audiovisual equipment for briefings, meeting, etc., both inside and outside the Headquarters Complex. Checks out audiovisual equipment, accessories, tapes, etc., for temporary or permanent loans. Maintains a log of equipment checkouts and returns. Available **portable equipment includes** the following: slide projectors, overhead projectors, televisions, combination TV/VCRs, VCRs, mini-portable tape recorders, microphones, portable podiums. Available **specialty equipment includes** LCD panels and portable data projectors. In addition, a sound system is available for \$250.00 per day.

Quality standards: Inquiries are addressed upon receipt. Most requests are processed within one business day.

SERVICE FEE: \$42.23 per day* - *Portable*
\$90.34 per day* - *Specialty*

*plus related expenses, i.e., overtime costs, external contracting, and equipment purchases on credit card.

Distance Learning Infrastructure (84131)

Manage, maintain, and schedule the multipoint control unit/bridge (MCU) and four ISDN PRI communication circuits. Coordinate and schedule the MCU for terrestrial point-to-point and multipoint VTC conferences (including desktop VTC). Manage, maintain, and schedule the satellite base DLA Distributed Learning Network. Provide connectivity to various other satellite networks which provide courseware such as DoD, GSA, FAA, NTU, etc. Provide monthly reports on the utilization and cost avoidance of the MCU, ISDN circuits (PRI and BRI) and satellite infrastructure. Interoperability between all DLA VTC systems will be provided.

Quality Standards: Reservations will be accepted with less than 24 hour notice, subject to equipment and circuit availability. Ensure that the terrestrial infrastructure is H.320 compliant with FIPS 178, DoD VTC profile and DISN Infrastructure. Ensure that the satellite network is compatible with the existing DoD, GSA, FAA, NTU, etc.

SERVICE FEE: \$255.67 per month

Publications Management (84104)

Provides life cycle management, clerical review, and consultative assistance during publication planning and development stages, including policy and procedures for authentication, numbering, preparation, review and coordination, CD-ROM data preparation, and technical support. Prepare, maintain and integrate electronic information through the customer's preferred automated media. Assists the customer in determining the most effective and economical method to capture and manage data. Develop, implement and manages policies, procedures, program objectives, and guidance for customer electronic and conventional hard copy publications management programs. Will provide the regulatory publications on the World Wide Web via the DLA Publishing System (DLAPS). Maintains, administers and implements evolving automated standards, platforms, formats and technology as it relates to information media, electronic publishing standards, etc. Editing and proofreading services, provided on request.

Quality Standards: Publications Management personnel are prepared to provide support, both locally and nationally. The team is flexible and responds within one working day.

SERVICE FEE: \$5.57 per page managed annually*

*plus related expenses, i.e., travel, overtime. Will establish an hourly rate for multimedia, editing, proofreading, etc. services.

Forms Management (84105)

Provides forms analysis, design (hard copy images/generation), life cycle management, and distribution services in compliance with DLA and DoD standards. Uses GSA and OSD forms design guidelines to ensure standard format and data element application. Incorporate calculations, help screens, lookup tables, and other features into each form to ensure that the form is filled in completely and accurately. Automate existing forms as requested by the customer, and create and revise forms electronically as required. Develop highly technical conventional printing and binding specifications for all types of forms (e.g., carbon-interleaved, multi-part sets and pads, continuous pin-fed, specialty labels and tags). Will publish forms on the World Wide Web. Maintains, administers and implements evolving automated standards, platforms, formats and technology as it relates to information media, electronic publishing standards and forms design.

Quality Standards: Forms Management personnel respond to problems and inquiries from customers in a prompt and professional manner. Training classes are held when necessary to instruct customers in the use of software, databases, and other pertinent information. Telephonic and electronic technical support related to form automation is provided. The team responds to customer demands within one working day.

SERVICE FEE: \$298.89 per form annually*

*plus related expenses, i.e., external contractor costs. Will establish an hourly rate for multimedia, forms design for non-DLA activities, etc. services. Will establish a charge for CD-ROM production and copies for non-DLA activities.

Publications/Forms Distribution and Printing (84106)

Provides publications/forms distribution. Maintains and manages published materials and directives that govern policy with which customers must comply or are required to maintain. Maintains publications and forms from DLA, DoD, other Federal Agencies and the Military Services. Web page access will be provided as needed. Will provide administrative support to assist DLA business areas in the printing and inventory control for the publications and forms for which each is responsible.

Quality Standards: The distribution and printing team are prepared to provide support, both locally and nationally. The team is flexible and responds within 1 working day.

SERVICE FEE: \$93.37 per title*

*plus related expenses, i.e., travel, overtime

Records Management (841.33)

POC: Al Easterly, DASC-VC, 767-1135

Develops DLA policies, directives and procedural instructions for managing worldwide DLA information resources as records in accordance with Federal law. Reviews and analyses congressional legislation and policy, direction, and guidance from other DoD activities and Federal agencies on records management issues to determine impact and implications for DLA and take necessary actions. Reviews and analyses HQ DLA and subordinate element policy, guidance, doctrine, goals, and objectives for records management impact and implications and recommends appropriate actions. Provides Agency-wide technical oversight of the implementation and execution of records management programs and policy related activities to ensure compliance with legislation, policy, direction, guidance and doctrine. Provides assessment of records management practices DLA-wide and provides recommendations. Provides technical advice, guidance, and training materials DLA-wide on specialized records management issues. Represents DLA on records management related issues to OSD, military departments, other DoD agencies, other Federal agencies, private industry and academia. Represents DLA in matters relating to the records management program and use of Agency records by Federal, state, and local agencies, courts, and other bodies. Performs special records management studies to identify unique documentation requirements upon request.

Quality Standards: The DLA Records Management Team is readily available to provide customers with expert guidance on all issues related to managing DLA information assets as records, by telephone, email, or formal staff assistance visit. Customer inquiries addressed within two business days of receipt.

SERVICE FEE: \$14.17 per military/civilian (MILCIV) supported annually

Reproduction Services (84102)

Provide staffed reproduction services on as needed/requested basis.

Quality Standards: Copiers are monitored closely to ensure proper functioning and adequate supply levels. Reproduction jobs are scheduled to ensure required delivery dates are met. Most requests are completed same day.

SERVICE FEE: \$0.1007 per copy*

*plus related expenses

Video Teleconferencing (VTC) - Facilitator (84113)

Manage the DLA Video Teleconferencing (VTC) Network and operate the 2 DLA VTC facilities at Ft. Belvoir. The DLA VTC Network consists of twelve established facilities. The sites are as follows: Ft. Belvoir (2) and Richmond, VA; Philadelphia (DSCP & DISC) and New Cumberland, PA; Boston, MA; Atlanta GA; Columbus, OH; Battle Creek, MI (2); and Los Angeles, CA. The network is a part of the Defense Information Systems Network Video Services Global (DVS-G). There is connectivity with approximately 200 DoD VTC facilities across the continental United States (CONUS), Hawaii, as well as overseas (OCONUS). Additional connectivity with compatible commercial networks CONUS and OCONUS is available.

Quality Standards: The network manager conducts a monthly VTC with all DLA VTC sites to ensure proper performance of equipment and responsibilities, to address any questions and to exchange ideas and/or disseminate information. Each site reports utilization rates and cost avoidance rates on a monthly basis. Reservations for conferences on the VTC system are normally made 24 hours or more in advance. Reservations may be accepted with less than 24 hours notice, although these requests are subject to equipment availability. ***Conference cancellations must be made 24 hours prior to scheduled conference.***

SERVICE FEE: \$ 134.59 per hour (includes scheduling, setup, conference, and termination time)*

*plus related expenses, i.e., overtime costs and reimbursement for Sprint meeting channel conference charges, as required

Video Teleconferencing (VTC) - Network Management/Consulting (84114)

A. Network Management - Contracting Officer Technical Representative (COTR) for DLA VTC Network and the DLA Distributed Learning Network. Compile utilization statistics of existing network on a monthly basis. Establishes and implements Desktop VTC (ISDN and LAN based) and DLA Distributed Learning Network.

B. Consulting - Provides services to customers seeking assistance with the establishment of a VTC, desktop VTC or distributed learning network. Provide consulting and design support for new and existing VTC requirements. Services include setting up facilities, selecting sites and equipment, training, operation, and marketing strategies. Service can be provided for either terrestrial or satellite-based networks. Provide monthly reports on the utilization and cost avoidance of the DLA VTC Network and DLA Distributed Learning Network.

Quality Standards: Delivery schedules will be established for each project and will be mutually agreed upon and adhered to by all parties.

SERVICE FEE: \$69.32 per hour

*plus related expenses, i.e., travel, overtime costs, and external contracting costs

Video Production (84112)

Provide full-service video production services to include script writing, videotaping, narration, audio recording, video editing, etc. Work with the customer through all stages of the production. Perform on-location videotaping throughout the United States and globally and also provide stock footage as needed. Rents equipment when necessary. Requests to support taping of briefings and conferences can be supported, but are considered on a case-by-case basis.

Quality Standards: Upon receipt of customer requirements, a producer/director is assigned to meet with the customer to discuss cost estimates, delivery schedules, and procedures. Response to inquiries is immediate. Delivery schedules will be established for each project and will be mutually agreed upon and adhered to by all parties. Completion dates are determined by the complexity of the project, travel, and shooting requirements, as well as by existing workload. Most projects are completed within three to four months.

SERVICE FEE: \$62.16 per hour*

*plus related expenses, i.e., external contracting, travel and overtime costs, as required. Duplication of videotaped will be charged at a rate of 15 minutes plus \$2.50 per tape (under 20 minutes) or \$5.00 per tape (over 20 minutes).

DASC-VP

Visual Presentations Division

POC: Randy Weekes, DASC-VP, 767-5058

Graphic Services (84123)

Provide a variety of graphic services to include: the design and pre-press production of sophisticated, full color publications; design and production of briefing material in overhead transparency, hard copy, or electronic format; design and production of posters, illustrations, name tents, signage, and exhibit/display graphics; lamination of cards; color copies. Projects are handled in a “cradle to grave” fashion by Graphics Services personnel, who meet with the customer to provide initial consultation/guidance, receive written input via hard copy or digital files, and receive any existing illustrative matter, e.g. photos or artwork. Project is custom designed, and in the case of full color publications and/or artwork a full color mockup is returned to the customer for approval. If approved, the finished piece is executed or, when the project is destined for printing, the project is pre-flighted (an industry term meaning to make ready for the conventional printing press by consolidating all digital files together and generating color separations); generating color proofs, e.g. cromalins, for customer approval; generation of film negatives for the printer’s use; and in general to ensure compatibility and completeness. Provide written cost and time estimates upon request.

Quality Standards: Requests for work requiring a meeting shall be responded to within 48 hours by Graphic Services staff. Written estimates, when requested, shall be provided within 72 hours of the request and shall contain a timeline for completion of work. All errors such as typographic, layout and content, which are committed by the supplier, shall be rectified at no charge to the receiver. This does not include author’s alterations, revisions, redesigns requested by the receiver, and other changes. All color work destined for print reproduction shall be proofed using industry standard cromalins or the equivalent and approved by the receiver prior to printing.

SERVICE FEE: \$71.50 per hour*

*plus related expenses as contract costs, overtime, travel, supplies and equipment

EXPEDITE SURCHARGE: *A one-time-per-job expedite surcharge of \$50.00 will be added to work requests requiring a turnaround time of 24 hours or less.*

Exhibit Services (84120)

Provide a variety of exhibit services to include: the design and fabrication of exhibits and displays ranging from simple tabletop displays through various sizes of “pop-up” exhibits to custom, permanent, rigid-wall display systems. Projects are handled in a “cradle to grave” fashion by Exhibits Services personnel, who meet with the customer to provide initial consultation/guidance, receive written input via hardcopy or digital files, and receive any existing illustrative matter, e.g. photos or artwork. Project is custom designed and a full color mockup is returned to the customer for approval prior to production. Exhibit Services can transport, set-up, liaison with conference organizers, and dismantle exhibits on-site for the receiver at any location. Exhibit Services staff can also provide long term storage for receiver’s exhibits and displays, maintaining and updating them as the receiver requires. Provide award crafting service (picture framing, plaques, paperweights, etc.) for presentations. Provide written cost and time estimates upon request.

Quality Standards: Requests for work requiring a meeting shall be responded to within 48 hours by Exhibit Services staff. Written estimates, when requested, shall be provided within 72 hours of the request and shall contain a timeline for completion of work. All errors such as typographic, layout and content, which are committed by the supplier, shall be rectified at no charge to the receiver. This does not include author’s alterations, revisions, redesigns requested by the receiver, and other changes.

SERVICE FEE: \$63.82 per hour

*plus related expenses as travel, exhibit freight, exhibit fuel, supplies and equipment

EXPEDITE SURCHARGE: *A one-time-per-job expedite surcharge of \$40.00 will be added to work requests requiring a turnaround time of 24 hours or less.*

Photographic Services (84122)

Provide a variety of photographic services to include: photographer for on-site photo coverage of events, photographer for portrait, product and copywork photography, film processing and photo finishing (film processing for both color and black and white film in a variety of formats, printing of both color and black and white negatives, processing and mounting of 35mm slide film). Provide digital photographic services to include shooting, manipulating, and printing digital imagery. Provide written cost and time estimates upon request.

Quality Standards: Requests for portrait scheduling shall be responded to within 48 hours. Written estimates, when requested, shall be provided within 72 hours of the request and shall contain a timeline for completion of work.

SERVICE FEE: \$51.97 per hour*

*plus related expenses as overtime, travel, contract charges, supplies and equipment

EXPEDITE SURCHARGE: *A one-time-per-job expedite surcharge of \$25.00 will be added to work requests requiring a turnaround time of 24 hours or less.*

DASC-VS

Protocol

POC: Lynn Bowers (703) 767-4200

External HQC Conferencing (84136)

Performs cost analysis and works with the customer to locate suitable accommodations for conferences and meetings. Travels to requested sites to ensure that the accommodations offered meet customer requirements. Completes all necessary documentation and submits preliminary contract work (Memorandum) to secure all off-site meeting space. Provides expert guidance in organizing working and/or non-working luncheons, dinners, and social events to accent the meeting.

Quality Standards: Upon receipt of customer requirements, a conference specialist is assigned to the project and is responsible for contacting the customer within two working days. Optimal lead time for a conference is 120 days, however; the specialist can work within a minimum of 15 days for small, local requirements and 30 days for out-of-town requirements. Requests for assistance with conference rooms will be handled immediately. Complaints not resolved within 24 hours are given to the DASC-V.

SERVICE FEE: \$80.77 per hour

*plus DASC contracting charges, if applicable and travel expenses, if required, as well as room rental in the HQC, if applicable. An expedited service surcharge, equivalent to 20% of total Conference Coordination charges, is applicable when conference requirements are not submitted within 20 working days of the desired conference date.

Protocol (84137)

Arranges for reservation of appropriate space for promotion, retirement, change-of-command ceremonies, and other command-supported functions. Assists with selection of menu and coordinates food preparation with caterer. Coordinates production and mailing of invitations and maintains list accepts/regrets. Assists with production of programs. Determines seating arrangements and provides advice, guidance, and assistance on all protocol issues. Coordinates photography, presentation of flags, if applicable, with the DASC Video Communications Team (DASC-VC) and any ceremonial honor guards with the Military District of Washington (MDW). Answers questions regarding protocol requirements and provide guidance for invitations, scripts, and programs.

Quality Standards: Upon receipt of customer requirements, a Protocol/Ceremony Specialist is assigned to coordinate and arrange for the event. In most cases, a 60-day lead-time ensures a successful event or ceremony. All complaints not resolved within 24 hours are brought to the attention of DASC-VS.

SERVICE FEE: \$62.37 per hour

*plus other DASC office charges, if applicable, and any additional expenses, i.e. caterer charges, as required.

